



J. TYLER McCAULEY
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2766
PHONE: (213) 974-8301 FAX: (213) 626-5427

June 20, 2006

TO: Mayor Michael D. Antonovich
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – THE SALVATION
ARMY, INCORPORATED, THE WAY IN GROUP HOME**

We have completed a review of The Way In Group Home (Group Home or Agency) operated by The Salvation Army, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

The Way In Group Home is an eighteen-bed facility, which provides care for girls and boys ages 13 - 17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, The Way In Group Home was providing services for 15 Los Angeles County DCFS children.

The Way In Group Home is located in the Third District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program

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services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency has deficient areas that need to be addressed.

The Way In Group Home needs to clean or replace the couches in the third floor common area; clean and repair second and third floor bathroom tiles; develop comprehensive Needs and Services Plans that include short and long term goals; allow children to make and receive private telephone calls; provide children with the required fifty-dollar monthly clothing allowance, and an adequate quantity of clothes; and encourage and assist children with maintaining photo albums/life books.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:jdh

http://auditor.co.la.ca.us/group_home.asp

Attachments

c: David E. Janssen, Chief Administrative Officer
David Sanders, Ph.D., Director, DCFS
Robert B. Taylor, Chief Probation Officer
Gabriella Wynn, Executive Director, The Way In Group Home
Public Information Office
Audit Committee

**The Salvation Army, Incorporated
The Way In Group Home
5939 Hollywood Boulevard
Los Angeles, California 90028
Telephone: (323) 469-2946
License Number: 197600791
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

The Way In Group Home is located in a business community. The exterior of the Group Home is well maintained. The front entryway and surrounding grounds are adequately maintained.

Overall, the interior of the Group Home is well maintained. The common living room areas are neat, and there is adequate lighting; however, the couches in the third floor common area are not clean. In the second and third floor bathrooms, there are tiles that are lifting or cracked, and the grout has mold and mildew.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. The Way In Group Home management:

- a. Clean or replace the couches in the third floor common area.**
- b. Repair lifting and cracked tiles in the second and third floor bathrooms.**

- c. Clean the grout in the second and third floor bathrooms.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current; however, they are not comprehensive, and do not include long and short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

2. The Way In Group Home management develop comprehensive Needs and Services Plans that include short and long term goals.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

One child is attending school, and there is documentation that the other child is scheduled to begin school within the week. The child who is attending school is provided with educational support and resources to meet his educational needs. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are provided with opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

The Group Home has a current court authorization for the child taking psychotropic medication. Documentation confirms that the child is routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff

supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to attend religious services of their choice. Children send and receive unopened mail, and have private visitors. However, children are unable to make and receive personal telephone calls.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendation

3. The Way In Group Home management allow children to make and receive personal telephone calls.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are given opportunities to select their own clothes. However, the Group Home does not provide children with the appropriate quantity of clothing items or the \$50 monthly clothing allowance.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendations

4. The Way In Group Home management:

- a. Provide children with additional needed clothing, and the required \$50 monthly clothing allowance.

- b. Encourage and assist children in creating and maintaining photo albums/life books.**



Hollywood Community Services

The Way In

P.O. Box 38668, Los Angeles, CA 90038-0068

VIA FACSIMILE 213.346.9020 and U.S. MAIL

March 14, 2006

Ms. Candace Rhue
Group Home Audit Supervisor
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500W. Temple St.
Room 515-A
Lo Angeles, CA 90012

Dear Ms. Rhue:

Following please find The Salvation Army The Way In's Corrective Action Plan in response to the audit recently completed by the County of Los Angeles Department of Auditor-Controller.

Please feel free to contact me if you have any questions or concerns.

Sincerely,

Dexter T. Jones
Interim Executive Director



Hollywood Community Services

The Way In

P.O. Box 38668, Los Angeles, CA 90038-0068

The Salvation Army - The Way In Corrective Action Plan March 2006

I. Facility and Environment:

Recommendation: In response to the recommendations made:

- a. New couches for in the 3rd floor common area have been ordered.
- b. The tiles in the 2nd and 3rd floor bathrooms have been contracted for repair with an estimated completion date of March 18, 2006.
- c. The grout in the 2nd and 3rd floor bathrooms will be thoroughly cleaned immediately following the repair of the bathroom tiles referenced in I.b.

II. Program Services

Recommendation: In response to the recommendations made:

- a. We are in the process of reevaluating the Needs and Service plans. As soon as a new plan is developed we would like to submit it for any continued advice that may be available.

III. Educational and Emancipation Services

Recommendation: There were no recommendations for this section.

IV. Recreation and Activities

Recommendation: There were no recommendations for this section.

V. Psychotropic Medication

Recommendation: There were no recommendations for this section.

VI. Personal Rights

Recommendation: In response to the recommendations made:

a. Our phone service provider (AT&T) has been contacted and will be coming out to check and if need be re-install phone lines in to the 2nd and 3rd floor common rooms for the sole purpose of permitting children to make and receive personal phone calls.

VII. Clothing and Allowance

Recommendation: In response to the recommendations made:

a. New clothing inventories have been completed on all children, missing items will be purchased. Additionally, The Way In will provide the \$50 clothing allowance monthly, as apposed to the former policy of bi-monthly providing \$100.

b. In addition to the life books which are already provided, we have ordered bags of disposable cameras which the children and staff will have complete access at all times, including outside of the building, for the purpose of documenting their lives and including pictures in their life books.